

Youth Opportunity Boston

Transitional Employment Services

Work Readiness Workshops

Time frame: 4 Weeks (1 class/wk for 2 groups of in school and out of school youth)
Class size: 10 – 15 participants/class (2 groups of classes)
Class duration: 1.5 hrs

Week 1

Personal Etiquette:

- Attendance and punctuality
- Receiving and responding to criticism at home and at work
- CT - Introduction to computer hardware and common computer functions

Homework

- Get two applications each from two different places you would like to apply for work (4 applications – total)
- Introduction to computer hardware and common computer functions

Week 2

Applications

- How to fill out an application
- CT – Introduction to Microsoft Word Applications
- Application of common functions – Paragraph Editing

Homework

- Come to class next week dressed for an interview with only two of your applications completed. One from each business. Leave the other two blank for corrections.
- Edit the Paragraph

Week 3

Interview skills

- Importance of punctuality
- Popular interview questions
- Selling yourself to a prospective employer
- CT - Introduction to Internet Applications (Search Engines)

Homework

- Think about 10 accomplishments that you have achieved in your life come to class prepared to speak about them
- Research the company you pick out in class: Year of establishment, current CEO, Human Resources, Mission Statement, Product or Service provided, address
- Give two positive qualities about yourself. Repeat these qualities to yourself every morning. Think of three new positive qualities every month and repeat the process.
- Research School: name, year of establishment, current president, type of school, application deadlines, majors, nicknames, admission application

Week 4

Goal Setting

- 10 successes
- 3 bold steps
- CT - Internet Applications (Search Engine...continued)

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Community Service Learning/ Work Readiness Level

Week 1

Personal Etiquette & Introduction to Computer Hardware and Common Functions

- Attendance and Punctuality
- Receiving and responding to criticism at home and at work
- Introduction to computer hardware and common computer functions

Homework:

- Get two job applications from two different places you would like to apply for work
- Introduction to computer hardware and common functions

Week 1

Attendance

The Why Rule: **To build credibility, reliability and good work ethics**

You should always come to work unless you have a good reason for why you are absent. For example, a death, special occasion, personal illness, a serious car accident. Coming to work consistently and on time (or better yet, early) helps you build a good track record with your employer and may help open some doors for job advancement because your employer knows they can count on you. If you ever need a reference, this is a habit that will stand you in good stead with previous employers

The When Rule: **Three hours in advance for afternoon jobs**
At least one hour in advance for a morning job
Two to Three weeks in advance for special occasions

If you have a good reason for being absent, then you should give your employer enough time to find someone else to take your place. Call as soon as possible. You should try your best to give your boss 3 hours notice or more, especially if you have an afternoon job and you know in the morning that you will be unable to make it to work. For special occasions, your boss expects you to give notice before the work schedule is even made. It sounds phony if you call in to work because of a sudden special occasion. We all know well in advance if there is going to be a special occasion like Grandma's 50th birthday or taking a trip out of town so it looks foolish if you tell your boss the day before or call in on the same day with such an excuse. Remember – results, not reasons.

The Who Rule: **Your direct boss or supervisor is who you should speak to about your absence**

When you call in absent, be sure to talk to your direct boss. If you get an answering machine, leave a message but keep calling until you actually reach your boss.

The How Rule: **Honestly and respectfully**

When you do speak to your boss, explain your reason for missing work (and it better be a good and honest reason). Also, it is important to be respectful. Respect is a two way street... You have to give it to receive it. Be prepared for questions, complaints and criticism.

Personal Etiquette

Feedback: This is information that evaluates you, your behavior and the consequence of your behavior

Positive Feedback: This is praise. It usually encourages your behavior.

Negative Feedback: This is criticism. This is usually given to HELP YOU change your behavior for the better.

As an employee, you are going to get a lot of feedback. Sometimes positive, sometimes negative. How you respond to feedback will determine whether or not you keep a job. Criticism let's you know what is expected of you and you are expected to take feedback politely. This is not a personal attack. It's a self-improvement tool. Everyone can always strive to be better at what they do.

Constructive criticism versus destructive criticism:

Constructive criticism is to HELP YOU improve and grow as a person and an employee. Destructive criticism belittles a person or is said to hurt someone. A good employer gives constructive criticism only. What is important is not the criticism itself but how you respond to it. It is a sign that you are mature if YOU respond to criticism properly.

FOUR GUIDELINES TO HELP YOU RESPOND TO CRITICISM

Take the criticism seriously

Do not ignore the criticism or write it off as being "unfair". Whether you agree with your employer or not, at work, your employer is always right (Just like in a business, the customer is always right). There are ways to handle situations when you think your employer is being unfair (CALL YOUR CAREER SPECIALIST and then proceed from there)

Admit your mistakes

No one likes an employee who is not adult enough to admit when they made a mistake. This is a giant step towards responding properly to criticism. It is absolutely normal and human to be embarrassed when criticized, but do not act defensively in response. Everyone makes mistakes, even your boss and while it may be embarrassing, you will gain the respect of your boss and coworkers if you are able to admit when you made a mistake.

Maintain self-control

Anger is also a natural and human response to criticism, but what really matters is how you handle that anger. It is tempting to give in to your anger but you must learn self-control, otherwise you may say or do something that you do not mean or will not mean once the anger has subsided. It is important to exercise even more self-control when you feel that you have been criticized unfairly.

Determine how you can improve your job performance based on the criticism that you receive

Follow the directions or suggestions people give you along with criticism. If you are not clear on what steps to take in regards to the criticism, then ask.

Accepting constructive criticism

Answer the questions below

1. Define feedback:

2. Give three examples of negative feedback you receive at home, at work or elsewhere. List what you did to improve, correct or simply respond to the problem

Negative feedback

Action taken

3. List three examples of positive feedback you have received

4. Explain the purpose of job related criticism

5. Describe four guidelines for responding to criticism

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Community Service Learning/ Work Readiness Level

Week 2

Applications & Introduction to Microsoft Word

- How to fill out an application
- Introduction to Microsoft Word

Homework

- Come to class next week dressed for an interview with only two of your applications completed. One from each business. Leave the other two blank for corrections
- Edit provided paragraph using common functions

Week 2

Applications

Education and Training

School	Please print name, street, state and zip code of each school	Number of years completed	Degree	Type of courses	Major

Foreign Languages: _____ Spoken fluently? _____

For Office positions – Indicate the job skills which you have performed:

Typing (_____ WPM) Computers Software _____

Dictaphone 10 Key: By sight _____ By touch _____

Other: _____

Additional Employment History Inquiries:

Have you ever been dismissed or forced to resign from any employment?

Yes _____ No _____

If yes, please explain _____

Have you ever been convicted of a felony or theft related misdemeanor within the last 5 years?

Yes _____ No _____

If yes, state details _____
Convictions will not necessarily disqualify applicant. Each case is considered individually

Permission to work

If employment is offered, can you submit verification of your legal right to work in the U.S?
Yes _____ No _____

Referral Source

Walk-in applicant _____	Newspaper Ad _____	Employee Referral Name _____
Community Organization Name _____	School/College Name _____	Other (please list) _____

Why are you interested in working for our company?

What strengths would you bring to our company?

What did you not like about your previous employment?

Application statement

If I am employed, I agree to abide by the rules and regulations of the company. I understand that my employment is at-will. This means I do not have a contract of employment for any particular duration or limiting the grounds for my termination in any way. I am free to resign at any time. Similarly, the employer is free to terminate my employment at any time for any reason. I understand that while personal policies, programs and procedures may exist and be changed from time to time, the only time my at-will status could be changed is if I were to enter an express written contract with the explicitly promising me job security containing the words This is an express contract of employment and signed by an officer of the employer. The above language contains our entire agreement about my at-will status and there are no oral or side agreements of any kind

All of the information I have supplies in this application is a true and complete statement of the facts and if employed, any false statements or omission could result in immediate dismissal. I further authorize you to contact all of my previous employers or references for full information regarding my employment history

Under state law, an employer may not require or demand any applicant for employment or prospective employee to submit or to take a polygraph lie detector or similar examination as a condition of employment. Any employer who violates this provision is guilty of a misdemeanor and subject to a fine not to exceed \$100.00

Signature _____ Date _____

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Week 3

Interview Skills & Internet Applications (Search Engine)

- Popular interview questions
- The do's and don'ts of interviewing
- Introduction to Internet Applications (Search engines)

Homework

- Think of 10 accomplishments you have achieved in your life. Come to class prepared to speak about them.
- Company research: Year of establishment, current C.E.O, human resources person, mission statement, product or services provided, address

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Community Service Learning/ Work Readiness Level

Week 4

Goal Setting

- 10 successes
- 3 bold steps
- Internet applications... continued

Homework

- Give two positive qualities about yourself. Repeat these qualities to yourself every morning. Think of three new positive qualities every month and repeat the process.
- School Research: Year of establishment, address, current president, type of school, application deadlines, majors, nicknames